

### CLASS® Observation Appeal Process and Guidelines

**Overview of CLASS® Observation Appeal Process:** To appeal a third-party CLASS® observation, a lead agency must submit an [appeal form](#) to [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov) on behalf of the individual or site requesting the appeal. *Appeals submitted by individuals other than lead agency staff will not be considered*, and the individual will be instructed to work with the lead agency to re-submit the appeal. Appeals must be submitted by no later than 11:59pm on **June 30** of the academic year in which the observation occurred. Lead agencies are strongly encouraged to submit appeals within 30 days of the contested observation to allow for a thorough review of the appeal.

After submission, each appeal is reviewed to ensure all relevant observation data, notes, information from site, and other supporting information from the lead agency and the third-party contractor is collected in a timely manner. Lead agencies will receive an email receipt of appeal submission, and should retain this for their records. All appeals will be reviewed and investigated, and a final determination is made based on the conditions for appeal approval, listed below.

The Department will send a letter informing the lead agency and the site of the final determination of an appeal by email from [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov). All lead agencies and sites will be notified in August of the status of their appeal.

#### Appeal Determination Guidelines:

Category	Department Review Steps	Conditions for Appeal Approval
1) Lead agency disagrees with observation scores and/or feedback	<p>Review observation score booklets and consult with observer or observer supervisor as necessary</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation score booklets do not support observation scores</p> <p>Additional third party observation does not align with the original third party observation</p> <p>Additional third party observations do not align with original third party observation</p>
2) Lead agency cites potential violation of protocol by the observer - protocol can be viewed on the <a href="#">Louisiana Believes Early Childhood CLASS Observations webpage</a>	<p>Review observation score booklet, contact observer and/or lead agency if necessary, and collect supporting documentation, including schedules, communications, and all other relevant information</p> <p>Review with ULL what measures were taken to stay within protocol</p> <p>Conduct an additional third party</p>	<p>Observation score booklets do not support observation scores or indicate a violation of protocol by the observer</p> <p>Review with ULL indicates a violation of protocol</p> <p>Additional third party observations do not align with original third party observation</p>

	observation, if applicable	
3) Lead agency cites concern about what teacher was present in the classroom during the observation	<p>Review observation score booklets</p> <p>Confirm with ULL what teacher was present during the observation</p> <p>Confirm that the observation was conducted during an observable time on the daily schedule</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate the wrong teacher was present in the classroom during the observation</p> <p>Review with ULL indicates contractor observed the wrong individual</p> <p>Circumstances indicate the classroom should not have been observed at that time</p> <p>Additional third party observations do not align with original third party observation</p>
4) Lead agency cites potential conflict of interest on the part of the observer	<p>Review observation notes and score booklets</p> <p>Review with ULL what that observer’s previous involvement with the site/teacher was</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate a conflict of interest</p> <p>Review with ULL indicates the third party observer has previous involvement that violates the conflict of interest policy, which can be found on the <a href="#">Louisiana Believes Early Childhood CLASS Observations webpage</a></p> <p>Additional third party observations do not align with original third party observation</p>
5) Lead agency cites a disaster/extenuating circumstances occurred during observation	<p>Review observation notes and score booklets</p> <p>Review documentation of the disaster/extenuating circumstances and the evidence that it impacted the observation</p> <p>Review with ULL what the observer witnessed</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate a disaster/extenuating circumstances impacted the observation</p> <p>Review of documentation and evidence indicates a disaster/extenuating circumstances impacted the observation</p> <p>Review with ULL indicates a disaster/extenuating circumstances impacted the observation</p> <p>Additional third party observations do not align with original third party observation</p>

<p>6) Lead agency cites other concerns not captured in previous appeal categories</p>	<p>Review observation notes and score booklets and collect any and all relevant information</p> <p>Contact ULL and/or lead agency if more information is needed</p> <p>Conduct additional third party observations, if applicable</p>	<p>Observation notes and score booklets do not support observation scores</p> <p>ULL and/or lead agency provides information that indicates appeal should be approved</p> <p>Additional third party observations do not align with original third party observation</p>
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### Documentation of Improvement Appeals

Documentation of Improvement appeals may be requested to demonstrate a teacher’s significant improvement over the course of a year. In the event that a third-party observation occurs early in the fall semester, the teacher undergoes intensive professional development and receives higher scores in a local observation later that semester, the site and lead agency may request a Documentation of Improvement appeal. If the appeal meets the qualifications for approval, then a third-party re-observation is ordered during the spring semester. The Department will make a decision on the appeal based on the third party re-observation.

Below is a sample scenario of an approved Documentation of Improvement appeal:



A lead agency may submit a Documentation of Improvement appeal if a third-party observation meets all of the following criteria:

- Third party observation occurred prior to **October 15**
- The local observation occurred **after** the third party observation
- There were at least **6 weeks** between the third party and local observations
- Intensive professional development (likely conducted by lead agency or CCR&R) occurred after the observation (documentation\* must be provided)
- The third party observation scores would replace the local scores in at least one domain

*\*Acceptable documentation could include logs of attendance at professional development trainings or written testimony from network or SIP coaches. If attendance logs are included, lead agencies should include descriptions and any documents related to content from the training*